

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

## Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department of Children and Families		9. Position No. K0047704	10. Budget Program Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Administrative Specialist	
3. Division East Region			12. Proposed Class Title	
4. Section Executive	For  Use  By  Personnel  Office	13. Allocation		
5. Unit		14. Effective Date		
6. Location (address where employee works)  City Topeka County: Shawnee		15. By	Approved	
7. (circle appropriate time) <input checked="" type="checkbox"/> Full time <input type="checkbox"/> Perm. <input type="checkbox"/> Inter. Part time Temp. 100 %		16. Audit Date: By: Date: By:		
8. Regular hours of work: (circle appropriate time)  FROM:8:00 AM To: 5:00 PM		17. Audit Date: By: Date: By:		

Position  
Number

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name	Title	Position Number
Nora Frontaura	Administrative Officer	K0227816

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Nora Frontaura	Administrative Office	K0227816

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

**This position works with general instructions from supervisor and management team members. Incumbent usually receives a general outline of the work to be performed and is usually free to develop his/her own sequence and method within the scope of established policies and procedures. Work is periodically checked by supervisor for progress and conformance to established policies and procedures.**

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:)

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

No.	%	E or M	
1	100%	E	<p><b>Professional Attitude:</b> While performing the responsibilities of this position, defined in the Position Description, as a representative of the Department for Children and Families, you are expected to:</p> <ul style="list-style-type: none"> <li>* demonstrate an attitude of respect. (i.e.: be attentive to the customer, communicate in a polite and professional tone of voice, meet with the customer, or return phone calls within a reasonable period of time (as defined by your supervisor or program policy), process requests for service as quickly as possible, allow the client to direct his or her services, etc.);</li> <li>* demonstrate a willingness to help. Remember that your customer is anyone needing or asking for your assistance, including the individuals and families seeking services from the agency, community partners, state and community leaders, your staff, and your fellow employees and volunteers within the agency.</li> <li>* encourage individuals to identify and fulfill their own responsibilities;</li> <li>* practice personal self discipline and maintain ethical and professional behavior in times of frustration with difficult customers;</li> <li>* provide information and service to those seeking assistance from this agency. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them. If the latter option is used, you will follow through with the referral.</li> </ul> <p>Failure to perform responsibilities in the manner described above, will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable for any employee within DCF.</p>
2.	30%	E	<p><b>Management Support:</b> This position will provide office support for two Assistant Regional Directors, one PPS Foster Care Administrator, and one Administrative Officer (supervisor). The position will coordinate the day to day activities, respond to contacts in order to resolve routine questions and provide proper direction for more complex matters. Using independent judgment, incumbent will make a determination of what information requires immediate attention by the Assistant Regional Directors and the PPS Foster Care Administrator and what information should be delegated or referred to other various staff or departments.</p> <p>Position will maintains all calendars, scheduling, and setting up appointments for Assistant Regional Directors. In addition, the position will schedule training rooms between Central Office and Region, and enter information from Survey Monkey for Strategic Development after being notified of trainings and the dates.</p>
3.	45%	E	<p><b>Support Prevention and Protection Foster Care Services:</b> The position will provide administrative support for the PPS Foster Care Administrator, Supervisors, Foster Care Liaisons, Independent Living, and Adoption Support Specialists. Tasks including but not limited to: entering Journal Entries for Foster Care Liaisons and contractors across East Region through electronic filing; Maintain the Adoption File room, stay current on the filing and management of all paper files for the Adoption Cases; and assuring that the Regional Director has been provided all Adoptions and Relinquishments (forms) for review and signatures. Additionally, the incumbent will be completing DCF History checks, pulling information when requested by contractor, courts, and community agencies.</p>
4	15%	E	<p>Assists the Regional Director and Sr. Executive Team in the recognition of East Region employees through the "Helping Hands Award, coordination of the recognition of the Employee of the Quarter, arrange various recognitions for East Region Staff, and maintains the Executive Conference Room.</p> <p>Schedules and participates in workshops, conferences, in-service training and meetings or related activities in the absence of the Senior Executive Team members, or as directed. Promotes positive public relations by attending professional, civic or service organizational meetings.</p>
5	10%	E	<p>Completes special assignments to support East Regional Offices as directed by Regional Director, Senior Executive Team members, Administrative Officer, and Prevention and Protection Services.</p> <p>Serves on Activity Council, and provides backup support for the Administrative Officer.</p>

- 
22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
  - ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
  - ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

**Title**

**Position Number**

- 
23. Which statement best describes the results of error in action or decision of this employee?

- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.
- (X) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- ( ) Major program failure, major property loss, or serious injury or incapacitation.
- ( ) Loss of life, disruption of operations of a major agency.

Please give examples.

Potential of Foster Care and Adoption information not getting transmitted in a timely manner. Possible case closer is delayed and adoptions may be help up. In adequate documentation of important follow-ups from Sr. Executive/Contractor/Community Partner meetings.

- 
24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact is made with both support and professional level DCF staff to share information and to coordinate agency services. Daily contact is also made with program consumers and the general public to answer questions and direct inquiries as appropriate. Frequent contact is made with staff or other governmental or community social services.

- 
25. What hazards, risks or discomforts exist on the job or in the work environment?

Occasional irate or abusive callers or visitors. Work environment involves normal everyday hazards or discomforts typical of offices. Comfortable levels of temperature, ventilation, lighting and sound are inherent in the work environment. Exposures to deviations from pleasant environment conditions are occasional.

- 
26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Personal computer, telephone, copier, fax machine, printer, postage meter, switchboard system, Android phone.

---

### **PART III - To be completed by the department head or personnel office**

---

27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Two years of experience in general office, clerical and administrative support work. Education may be submitted for experience as determined relevant by the agency.

---

Education or Training – Special or Professional

---

Special Knowledge, skills and abilities

Experience using word processing software and spreadsheets, ie MS Word, Excel, etc.  
Experience in maintaining databases and in composing correspondences.  
Must gain and maintain security clearance throughout employment.  
Must have ability to work independently.

---

Experience – Length in years and kind

---

---

**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

---

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Personnel Official

\_\_\_\_\_  
Date

**Approved:**

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Agency Head or  
Appointing Authority

\_\_\_\_\_  
Date